

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**CUSTOMER NO.: 22927**

Confirmation No.: 5212

Applicants: Walker *et al.*

Application No.: 10/578,181

Filed: May 1, 2006

Title: PRODUCTS AND PROCESSES FOR ADDRESSING A  
CUSTOMER SERVICE ISSUE

Attorney Docket No.: 04-027

Group Art Unit: 3689

Examiner: Fonya M. Long

**AMENDMENT and RESPONSE  
to the Non-final Office Action mailed September 17, 2008**

**Mail Stop Amendment**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Examiner:

In response to the Non-final Office Action mailed September 17, 2008 as Part of Paper No./Mail Date 20080909 (hereinafter the "Office Action"), please enter the following amendments and consider the following remarks.

Following is a detailed listing of all claims that are, or were, in the application. A status identifier is provided for every claim and the current text of every claim is presented, unless the claim has been cancelled or not entered. Current amendments to the claims are expressed in the detailed listing by strikethrough or double brackets (for deleted matter) or underlining (for added matter).